***FantastiCar* Customer Satisfaction Survey**

Thank you for your recent purchase of a new vehicle from *FantastiCar* where we want your buying experience to be Fantastic! Please help us reach our goal of 100% fantastic sales experiences by answering some questions about your recent purchase.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Please tell us a bit about you…** | | | | | | | | | |
|  |  |  |  | |  | |  | | |
| Gender: | Male | Age Group: | 18-21 | | Income Level: | | < $50K | | |
|  | Female |  | 21-30 | |  | | $50-$100K | | |
|  |  |  | 31-45 | |  | | $100-$150K | | |
|  |  |  | 46-60 | |  | | > $150K | | |
|  |  |  | >60 | |  | |  | | |
|  | | | | | | | | | |
| **Please rate your SALESPERSON on the following:** | | | | | | | | | |
|  | | | | **Fantastic!** |  |  | |  | **Very Unhappy!** |
| 1. The manner in which you were greeted | | | |  |  |  | |  |  |
| 1. Sincerity and honesty in dealing with you | | | |  |  |  | |  |  |
| 1. Consideration of your time | | | |  |  |  | |  |  |
| 1. Ability to listen, understand and answer your questions | | | |  |  |  | |  |  |
| 1. Knowledge of the product features and benefits | | | |  |  |  | |  |  |
| 1. Fulfilled all commitments made to you | | | |  |  |  | |  |  |
|  | | | | | | | | | |
| **Please rate our SALES TEAM on the following:** | | | | | | | | | |
|  | | | | **Fantastic!** |  |  | |  | **Very Unhappy!** |
| 1. The vehicle price and/or payments were   discussed in a thorough manner | | | |  |  |  | |  |  |
| 1. Explanation of warranty coverages | | | |  |  |  | |  |  |
| 1. The professional manner in which you were treated | | | |  |  |  | |  |  |
| 1. Fulfilled all commitments made to you | | | |  |  |  | |  |  |
|  | | | | | | | | | |
| **More about the buying experience:** | | | | | | | | | |
|  | | | | **Fantastic!** |  |  | |  | **Very Unhappy!** |
| 1. If you’ve contacted this store by phone, how satisfied are you with the way your call was handled? | | | |  |  |  | |  |  |
|  | | | |  |  |  | |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sales Transaction: Please rate your satisfaction with the following:** | | | | | | | | | | | | | |
|  | **Fantastic!** |  | |  | | |  | | | | **Very Unhappy!** | | |
| 1. The length of time it took to complete the sales transaction |  |  | |  | | |  | | | |  | | |
| 1. The process of determining the final purchase/lease price |  |  | |  | | |  | | | |  | | |
| 1. The comfort of the area where the vehicle price was negotiated |  |  | |  | | |  | | | |  | | |
|  | | | | | | | | | | | | | |
| **Delivery: Please rate your satisfaction with the following:** | | | | | | | | | | | | | |
|  | **Fantastic!** |  | |  | | |  | | | | **Very Unhappy!** | | |
| 1. The overall condition of your vehicle at delivery |  |  | |  | | |  | | | |  | | |
| 1. Your vehicle’s operating condition at delivery |  |  | |  | | |  | | | |  | | |
|  |  |  | |  | | |  | | | |  | | |
| **Overall Experience with *FantastiCar*** | | | | | | | | | | | | | |
|  | **Fantastic!** |  | |  | | |  | | | | **Very Unhappy!** | | |
| 1. How satisfied are you with your vehicle purchasing experience? |  |  | |  | | |  | | | |  | | |
| 1. How satisfied are you with the sales staff? |  |  | |  | | |  | | | |  | | |
|  |  |  | |  | | |  | | | |  | | |
| **Would you do this again?** | | | | | | | | | | | | | |
|  | | | | | **Yes** | | | **No** | |  | |  |  |
| 1. I would recommend THIS DEALERSHIP to my family and friends | | | | |  | | |  | |  | |  |  |
| 1. I would purchase another item from THIS DEALERSHIP | | | | |  | | |  | |  | |  |  |
| 1. Would you purchase again from the same salesperson? | | | | |  | | |  | |  | |  |  |
|  | | | | |  | | |  | |  | |  |  |
| **Any Comments? Anything we could do better?** | | | | | | | | | | | | | |
|  |  |  |  | | |  | | |  | | | | |

**Thank you from *FantastiCar* where we make car buying Fantastic!**

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